

KNOWLEDGE BASE · PUBLIC DOCUMENT

Website errors explained: 500, 403, 404, 508 and what to do

cPanel & WHM

CODE

RLX-INT-KB-504

VERSION

v2026.10.04

COUNTRY · LANGUAGE

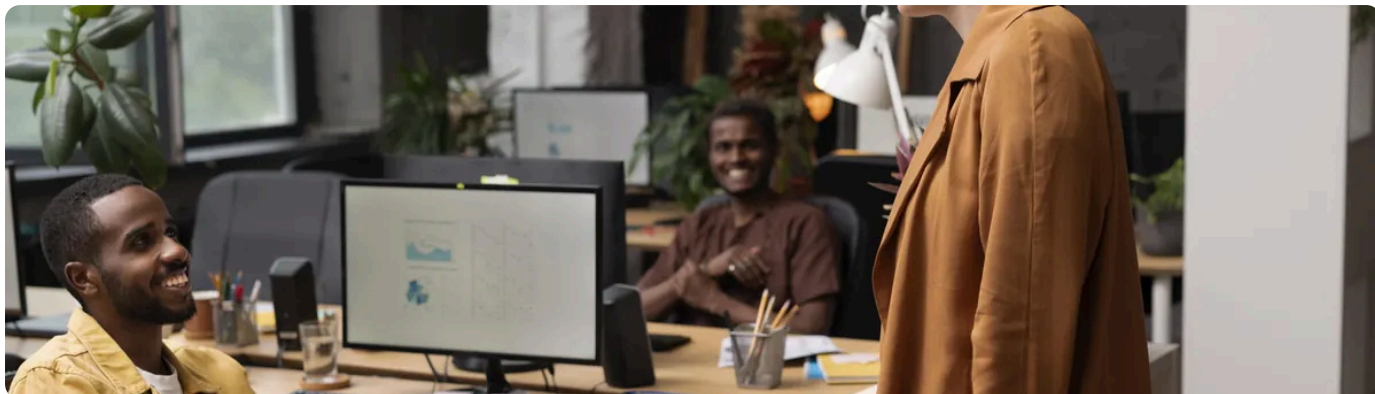
International · English

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<https://www.my.mozout.com/knowledgebase/504>



When a site breaks, the number on screen is not decoration: it tells you which side the problem is on. Three or four of them are worth knowing how to read.

Code	What is happening
500 Internal Server Error	The server tried to run the site and something blew up. Usual suspects: a broken .htaccess , wrong permissions, or a plugin/theme that failed after an update.
403 Forbidden	Access was refused. Either the folder has no index file, or permissions are wrong, or our security system blocked the request as suspicious.
404 Not Found	The address does not exist. If it hit the whole site at once, on WordPress it is usually .htaccess - saving the permalinks again fixes it.
508 Resource Limit Reached	Your plan hit its resource limit (CPU, memory or simultaneous processes). The site is not broken: it is asking for more than the plan allows. Check <i>Resource Usage</i> in cPanel.
502 / 504	The service behind it took too long to answer. Usually a heavy database query or a process that got stuck.
Error establishing a database connection	The database credentials in wp-config.php no longer match, or the database is not responding.
Blank white screen	A PHP error with no visible message. The error_log in the site folder has the exact line.

Error 508 deserves its own note

It is the most misunderstood one. It is not a fault on our side, and the site is not "broken": it is your site consuming more than the plan allows, and the server stopping it before it affects the neighbours. It typically shows up when the site has grown, when a new plugin is too heavy, or when someone is hammering the site with automated requests.

1

In cPanel, under **Resource Usage**, see which limit is being hit - CPU, memory or processes.

2

If it started suddenly, disable the last plugin you installed and test again.

3

Install a **cache**. It is the single change that usually cuts consumption by more than half without touching the content.

4

If the site has genuinely grown, the limit no longer fits. Then the answer is a bigger plan, not more squeezing.

Where to find the exact cause

In cPanel, under **Errors**, you get the server's latest messages. In the site folder, the **error_log** file holds the same with more detail. One line from those logs beats an hour of guessing - if you write to us, send it.

Before you change anything, keep a way back. Rename .htaccess instead of deleting it, and keep a recent copy - see **how to restore your data with JetBackup** . Plenty of sites got worse while being fixed.

If the site is gone entirely with no error at all, it may be something else - start with **what to check when your site is down** .

Give us the code, the time and the address - we will go into the server logs.

[Open a support ticket](#)

RLX-LIMITES

Where to see it in your account

- Error 508 means the account reached one of its resource limits. Open **Resource Usage** in cPanel (Metrics section): it shows CPU, memory, entry processes and I/O, and when the account hit the limit.
- The limits are per account and we do not promise a single figure for every plan, so the numbers on that screen are the ones that count. The article on monitoring performance explains how to read it.
- If it only happened once, look for a heavy task at that time. If it keeps happening at ordinary traffic after you installed a cache, the plan no longer fits: you can move up a plan without losing the site, or talk to us.

/RLX-LIMITES

SEE ALSO

If error 508 keeps coming back, the plan is no longer enough - **Shared hosting vs VPS: which one does your project need?**.

Many 500 errors are fixed by the right PHP version: **How to change your PHP version**.

If the error mentions the database: **Creating databases and using phpMyAdmin**.

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